

Customer Service Report for EMIB



For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Access/Login	4	0	0	0	0	0	0	0	4	0	9
Account Lockout	2	0	0	0	0	0	0	0	2	0	38
Edit Account	16	0	0	1	0	0	0	0	17	0	10
General Info	5	0	0	0	0	0	0	0	5	0	10
Password Reset	1	0	0	0	0	0	0	0	1	0	11
Password Self Service	1	0	0	0	0	0	0	0	1	0	12
Register/Open	8	0	0	940	0	7	0	0	941	0	0
Application Support											
COTS-InternetExp-Troubleshoot	0	1	0	0	0	0	0	1	0	0	18
COTS-Other/Install	0	0	0	1	0	0	0	0	1	0	18
COTS-Other/Request	1	0	0	0	0	0	0	0	1	0	7
ASR											
Other	0	0	0	1	0	0	0	0	1	0	0
Windows	1	0	0	1	0	0	0	0	2	0	2
Back Office Support											
Active Directory	7	0	0	3	0	1	0	0	9	0	9
Add Entry	1	0	0	1	0	0	0	0	2	0	1
Backup/Restore	4	0	0	0	0	1	0	0	3	0	12
Configuration	3	2	0	2	0	3	0	0	4	0	3
Create Server Service	2	14	0	1	0	14	0	0	3	0	1
Delete Server Service	0	2	0	0	0	1	0	0	1	0	0
IM Hosting	1	0	0	0	0	0	0	0	1	0	20
Migration/Upgrade	0	1	0	0	0	1	0	0	0	0	0
Permissions/Shares	10	0	0	0	0	2	0	0	8	0	7
Release IP-DHCP	1	0	0	0	0	0	0	0	1	0	1
Reset Limits	19	0	0	3	0	0	0	0	22	0	9

Customer Service Report for EMIB



For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Server Recovery	0	1	0	0	0	1	0	0	0	0	0
Troubleshoot	2	0	0	0	0	0	0	0	2	0	10
CC Technical Operations											
Acct-Maintenance-E-Mail	0	0	0	1	0	0	0	0	1	0	12
Desktop-Troubleshoot	0	0	0	1	0	0	0	0	1	0	11
Server-Install-Setup-Configure	0	0	0	3	0	0	0	0	3	0	16
CIT Categories											
LISTSERV	1	0	0	0	0	0	0	0	1	0	5
Web Site Issue	0	1	0	0	0	0	0	0	1	0	10
Connectivity											
TCP/IP	0	1	0	1	0	0	1	0	1	0	0
Email											
Entourage	1	0	0	0	0	0	0	0	1	0	6
Exchange Email	6	0	0	10	0	0	0	0	16	0	9
General Info	17	0	0	0	0	1	0	0	16	0	12
MS Outlook	0	0	0	1	0	0	0	0	1	0	15
PKI-Secure Email	5	0	0	0	0	0	0	0	5	0	12
Spam Mail	1	0	0	0	0	0	0	0	1	0	36
General Information											
Inquiry	8	0	0	0	0	0	0	0	8	0	8
Hardware											
Acc/Periph/Config/Setup	1	0	0	0	0	0	0	0	1	0	6
Printers/Troubleshoot	1	0	0	1	0	0	0	0	2	0	6
Servers/Config/Setup	0	3	0	0	0	2	0	0	1	0	0
Servers/Install/Build	0	9	0	0	0	6	0	0	3	0	0
Servers/Move	1	0	0	0	0	0	0	0	1	0	7

Customer Service Report for EMIB



For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Local LAN											
LocalLAN/Connectivity	4	0	0	0	0	0	0	0	4	0	4
LocalLAN/General Info	2	0	0	0	0	0	0	0	2	0	3
NIH Data Center											
Aperture Vista	0	1	0	0	0	0	1	0	0	0	0
NIH Services											
Other	1	0	0	0	0	0	0	0	1	0	3
NIHnet											
Maintenance-Other	1	0	0	0	0	0	0	0	1	0	11
Server Support-DNS	0	0	0	5	0	0	0	0	5	0	4
Server Support-Other	1	0	0	0	0	0	0	0	1	0	6
Service Prov-IP Address Admin	0	0	0	1	0	0	0	0	1	0	20
Service Prov-Other	1	0	0	0	0	0	0	0	1	0	8
Security											
General Info	11	0	0	0	0	0	0	0	11	0	5
Web Site Issue (non-CIT)											
Inaccessible	0	1	0	0	0	0	0	1	0	0	4
Other	0	1	0	0	0	0	0	0	0	1	0
Wireless Services											
BB/Request	1	0	0	0	0	0	0	0	1	0	6
BB/Troubleshoot	1	0	0	0	0	0	0	0	1	0	2
Enable Blackberry Account	1	0	0	1	0	0	0	0	2	0	9
Grand Total:	155	38	0	979	0	40	2	2	1127	1	2

Total Tickets Closed: 1130

Total Tickets Assigned/Pending/Checked Out: 42

Total Tickets Created: 1172